



11-30-04

PATENT

3713

Attorney Docket No: FINL-005/00US

Express Mail Label Number: EV459983954US

Date of Deposit: November 29, 2004

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Date: November 29, 2004

By: 

Daxmara Sanchez

### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: BURGIN et al.

Serial No.: 09/944,676

Examiner: Christman, Kathleen M.

Confirmation No.: 8505

Art Unit: 3713

Filed: August 31, 2001

For: "SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT"

#### Mail Stop RCE

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

### REQUEST FOR CONTINUED EXAMINATION UNDER 37 C.F.R. §1.114

Applicants submit this request for continued examination under 37 C.F.R. §1.114 for the above-identified application.

[X] Please consider the following submission(s) required under 37 C.F.R. §1.114:

- ☐ The amendment/reply under 37 C.F.R. §1.116 previously filed on .
- ☐ The arguments in the Appeal Brief and/or Reply Brief previously filed on .
- ☒ The enclosed amendment/reply submitted in response to the Official Action dated October 19, 2004.
- ☐ Information Disclosure Statement
- ☐ Petition for Extension of Time
- ☐ Other: .

☐ Also enclosed is:

☒ Return receipt postcard

12/01/2004 HALI11 00000061 501283 09944676

01 FC:1801	790.00 DA
02 FC:1201	88.00 DA
03 FC:1202	18.00 DA

- ☐ Check No.      in the amount of \$      for the total fee as calculated below.  
☐ An Assertion of Entitlement to Small Entity Status was submitted previously.  
☐ Other:      .

☐ The fee for the request for continued examination is calculated below ☐ and in accordance with the enclosed amendment:

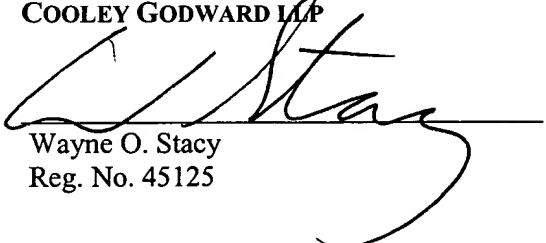
	NO. OF CLAIMS	CLAIMS PREVIOUSLY PAID FOR	EXTRA CLAIMS	RATE	FEE
Total Claims	17	- =	0	x \$18.00	\$18.00
Independent Claims	3	- =	0	x \$86.00	\$86.00
Multiple dependent claims not previously presented, add \$290.00					
Total Amendment Fee					
Continued Examination Fee under 37 C.F.R. §1.17(e) of \$770.00					\$770.00
If small entity status is applicable, subtract 50% of Total Amendment Fee and Continued Examination Fee					
Other fees: (specify)					
<b>TOTAL FEE DUE</b>					<b>\$874.00</b>

☐ A check for the total fee is attached.

☒ Please charge \$874.00 to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

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Respectfully submitted,  
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Attorney Docket No. FINL-005/00US

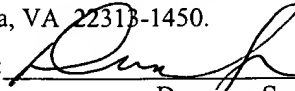
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Date: November 29, 2004

By:   
Daxmara Sanchez

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of BURGIN et al.

Confirmation No.: 8505

Serial No. 09/944,676

Examiner: K. Christman

Filed: 08/31/2001

Art Unit: 3713

FOR: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT

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Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

**PRELIMINARY AMENDMENT**

Sir:

please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.